



# ***Jefferson County Child Support Agency 2013 Annual Report To The Jefferson County Board of Supervisors***



## **Child Support Agency Program Summary**

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides assistance to establish paternity; and also to establish and enforce child support and health insurance. Some of the specific services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of child's birth.
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child (ren).
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations.
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

## **2013 Program Funding**

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate for administrative costs is currently 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on performance measures. The performance incentives are partially contingent upon the Agency meeting specific targets. The Agency met three of the four performance measures in 2013.

<b><u>Measure</u></b>	<b><u>Agency Target</u></b>	<b><u>Agency FFY 2012 Final</u></b>	<b><u>Agency FFY 2013 Final</u></b>
<b>Court Order Establishment</b>	80% or greater	93.06%	94.53%
<b>Paternity Establishment</b>	90% or greater	116.17%	113.49%
<b>Current Support Collections</b>	80% or greater	81.15%	80.25%
<b>Arrears Cases with Collections</b>	80% or greater	82.25%	79.22%

The Agency collects various costs and fees from case participants. A large percentage of costs and fees are collected through the federal and state tax intercept program.

<b><u>Other Revenue Sources</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>
<b>Medical Support Liability</b> (15% of birth expense collections)	\$24,691	\$23,739.00	\$20,339.00
<b>Extradition Reimbursement</b>	\$1,094	\$3,016.12	\$227.50
<b>CS Program Fees</b> (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$18,652	\$20,314.75	\$19,094.76
<b>NIVD Fees (new fee in 2010)</b>	\$2,380	\$1,715.00	\$1,540.00
	<u>\$46,817</u>	<u>\$48,785</u>	<u>\$41,201</u>

Under the Cooperative Agreements the Agency has with the Sheriff's Department, the Clerk of Courts, Corporation Counsel and the District Attorney, the county received \$76,473 in direct reimbursement related to child support activities performed by staff in those departments.

### **2013 Program Service Highlights**

- ❖ Agency successfully provided full services to 4,532 cases (I-VD), and provided partial services to an additional 1,080 (NIVD) cases (5,612 total, 252 increase in cases from 2012)
- ❖ \$13,941,879 total collections for all Jefferson County cases (IV-D and NIVD); (\$13,805,436 was collected in 2012)
  - \$493,794 total collections from unemployment compensation compared to \$567,078 total collections from unemployment compensation in 2012
  - \$10,268,747 total collections from income assignment compared to \$10,209,408 total collections by income assignment in 2012
- ❖ \$3,179,339 From other collection sources: Federal Tax intercept, State Tax intercept, Other State Child Support Agencies, Other Sources, i.e. payer paid, account seizure, etc., compared to the \$3,028,949 total collected in 2012
- ❖ As of December 31, 2013, there were 1,112 fully enforceable administrative Jefferson County liens on the Wisconsin Administrative Lien Docket, representing \$7,780,622.69 in past due child support and other lien eligible debts.
  - \$83,827 collected in 2013 through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizures (\$22,268 was collected in 2012)
  - Total lien docket collections (2001-2013), \$762,665.80
- ❖ Customer Service Call Center answered 12,916 calls in 2013, a slight increase over the 12,139 calls in 2012. The center also provides translation services which greatly aids in reducing interpreter costs for the agency.
- ❖ Provided order establishment and enforcement services by scheduling and attending 2065 hearings in 2013 (1,855 in 2012) and 392 agency appointments in 2013 (367 in 2012).

## **2014 Program Service Goals**

- ❖ Use all available Agency resources to provide mandated services to Jefferson County customers while striving to meet Agency performance measures and earn maximum Agency funding.
- ❖ Continue transition to paperless filing system, moving forward with scanning all Agency files. This has been an Agency goal for a couple of years. Heavy workloads and staffing levels have caused the paperless filing project to transition to a multi-year task. Full staffing will allow the Agency to complete the project in 2014.
- ❖ Plan to introduce “What’s the Rush”, the state Child Support Prevention program to the local school districts during the 2014-2015 school year.
- ❖ Continue to maintain an active role in policy and procedure issues at the state and local level by maintaining Jefferson County Agency staff attendance on several committees and workgroups.

### **Child Support Agency Staff**

Stacey Jensen, Child Support Agency Director  
Carolyn Swart, Financial Specialist  
Sarana Stolar, Child Support Specialist  
Dale Talamantes, Customer Service  
Laura Danielson, Child Support Specialist  
Humberto Guerrero, Legal Assistant II  
Christina Miklavcic, Financial Specialist  
\*Temp. Help- Coop-student

Kathie Orval, Child Support Specialist  
Amanda Saeger, Child Support Specialist  
Jennifer Zink, Child Support Specialist  
Tammy Tomczak, Child Support Specialist  
Ashley Uttech, Legal Assistant II  
\*Jane Jacobs, Assist. Corporation Counsel  
\*Thomas Antholine, Asst. Corporation Counsel  
\*Part of Corporation Counsel Organizational Chart



Respectfully Submitted,

Stacey Jensen, Agency Director



